

FAMILY COURT
OF THE STATE OF DELAWARE

Randall E. Williams
500 N. King St., Ste, 3500

ADMINISTRATIVE OFFICES
NEW CASTLE COUNTY
COURTHOUSE
500 N. KING STREET, SUITE 3500
WILMINGTON, DELAWARE 19801-3757

Posting #FY06-07

Management Analyst II

Opening Date: October 7, 2005

Closing Date: October 24, 2005

A Vacancy Exists

Salary: \$35,934 - \$44,918 (Minimum - Midpoint) Pay Grade 13

Location: New Castle County (Please check this county on your application) New Castle County Family Court, NCCCH, 500 King Street, Wilmington, DE 19801

Summary Statement:

This position is responsible for coordinating and conducting programmatic studies and analyzing data related to operational functions.

Minimum Qualifications:

Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in a disqualification.

Applicants must have education, training and/or experience demonstrating competence in each of the following areas. Failure in any one area will result in a rating of "not qualified."

1. Experience in conducting studies to evaluate operations, programs, services, policies and procedures.

Please detail your experience in conducting studies to evaluate operations, programs, services, policies and procedures to determine efficiency, effectiveness, whether goals and objectives are met and compliance with laws, rules, regulations, policies and procedures.

2. Experience in descriptive statistics.

Please detail your experience in descriptive statistics which includes mean, median, mode and standard deviation.

3. Experience in the interpretation of laws, rules, regulations, standards, policies and procedures.
4. Experience in narrative report writing.
5. Knowledge of inferential statistics.

Please detail your education, training and/or experience in inferential statistics which includes correlation, t-test, f-test and analysis of variance.

6. Knowledge of designing studies.

Please detail your education, training and/or experience in designing studies which includes determining study goals and objectives, information needed, data sources, sampling and collection methods.

7. Knowledge of making recommendations for continuation or changes to operations, programs, services, policies and procedures based on findings.

Essential Functions:

- Interviews agency staff, observes work processes and gathers data relating to operational and managerial practices and procedures for use in evaluating services provided and/or determining compliance to goals and objectives.
- Reviews, performs statistical analysis and interpretation of collected data relating to policies, procedures, organization, managerial and operational practices; Defines and may make recommendations for correcting problems.
- Analyzes data gathered and develops solutions or alternative methods of proceeding.
- Analyzes and evaluates the effectiveness of operations in meeting established goals and objectives.
- Provides technical assistance in understanding and developing management objectives and controls for resolution of issues and concerns.
- Studies pertinent background material such as legislation, administrative orders and regulations.
- Makes recommendations for and assists in the implementation of new techniques or procedures to improve methods of operations, strengthen controls, and effectively utilize resources.
- Documents findings of studies and prepares recommendations for implementation of new systems, procedures, or organizational changes.
- Reports to an administrative or technical superior and works under well defined policies.
- Review and analyzes managerial practices and procedures including organization, procedural techniques, decision making, communications, staffing and management controls within a division.
- Reviews and interprets applicable Federal and State directives, instructions and guidelines and recommends operational changes for compliance.

- Participates in studies in which needs and problems are identified, objectives are clarified and defined and alternate approaches are explored and assessed.
- Performs short-and long-term analysis for use in revisions and modification of operational programs and policies. May involve instructing training courses as required.
- Evaluates statistical data and may forecast manpower and operating costs.
- Monitors services provided by agency staff and/or outside agencies for operational and fiscal compliance with departmental, state and federal rules and regulations and/or to determine if services meet operational goals and objectives.
- Writes proposals, procedural manuals, special and routine reports.
- Contacts include internal and external agencies regarding, fiscal, operational and managerial adherence to state, department and division rules and regulations.

Conditions of Employment:

Direct deposit of paychecks is required as a condition of employment.

A satisfactory criminal background check is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the web-site at <http://delawarepersonnel.com/benefits/programs>

Submitting your Application:

- **Apply on-line at www.delawarestatejobs.com/postings. (applications will be routed automatically to the recruiting agency).**
- If you can not apply on-line, paper applications can be submitted to one of the following locations.

FAMILY COURT HUMAN RESOURCES, Administrative Offices, 500 King Street, Suite 3500, Wilmington, DE 19801 Phone (302) 255-0057 Fax (302) 255-2202

HUMAN RESOURCE MANAGEMENT, Townsend Building, 401 Federal Street, Suite 5, Dover, DE 19901 Phone: (302) 739-5458 Fax: (302) 739-2327

HUMAN RESOURCE MANAGEMENT, Carvel State Office Building, 1st Floor, 820 North French Street, Wilmington, DE 19801 Phone: (302) 577-8277 Fax: (302) 577-3957

HUMAN RESOURCE MANAGEMENT, Delaware Technical and Community College Campus, P. O. Box 610, Georgetown, DE 19947 Phone: (302) 856-5966 Fax: (302) 856-5969

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.

- If supplemental information is requested by the posting or needed for scoring purposes such as but not limited to a DD214, resumes or transcripts, please send or fax to the recruiting agency before or on the specified closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by a State of Delaware Application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

The State of Delaware - An Equal Opportunity and Affirmative Action Employer